



TEXAS DEPARTMENT OF LICENSING & REGULATION
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JOB POSTING- *NORTH REGION
Field Inspections Region Manager
Manager III
\$59,004- \$67,464 annually
\$4,917- \$5,622 monthly

Posting No: 0205-22

Opening Date: 03/01/22

Group: B24

Position: 237

Closing Date: Until filled

Job Description

The Region Manager is selected by and responsible to the Field Inspections Director and performs complex managerial work administering daily operations and activities of assigned region and supervising region inspection staff. Work involves establishing goals and objectives; developing guidelines, procedures, policies, and rules; reviewing and analyzing reports; and developing schedules, priorities and standards for achieving goals. Plans, assigns and supervises the work of others. Works under general supervision with moderate latitude for the use of initiative and independent judgment. Travel is required and may include overnights and weekends. *This position oversees the Fort Worth field office and successful candidates must live up to 75 miles from North Region Office located at 1501 Circle Dr. Fort Worth, TX 76119 (75-mile distance limit).

Essential Duties

- Manages, plans and assigns activities of region staff, and oversees the daily operation of a region office. Oversees and evaluates assigned staff, provides guidance and mentoring; develops, consults on, and recommends personnel actions; and ensures accurate and timely appraisals and meaningful developmental opportunities for each employee under direct supervision.
- Works in cooperation and harmony with the Field Inspections Support, Training and Analytics section and inspection staff in the performance of all duties.
- Demonstrates a spirit of teamwork and respect, offering positive and constructive ideas, encouragement and support to other members of the staff and team, while upholding the Agency's core values.
- Develops and approves schedules and priorities. Monitors the quality and quantity of inspections conducted, recommending, updating and implementing quality control procedures and/or training as appropriate.
- Oversees and may assign routine and special inspections of facilities, equipment and businesses, including the analyses of business activities and records of entities, to determine compliance with program laws, rules, and regulations.
- May conduct inspections for assigned programs.
- Performs analyses, research and management studies of division workload statistics, and assists with internal and external audits.
- Oversees special investigations, program analyses, research and management studies, and assists with internal audits.
- Oversees the preparation of inspection reports, records and correspondence. Reviews samples of completed inspections of assigned inspectors to ensure consistent and correct application of policies, laws, rules, regulations, and adopted standards.
- Develops, provides and assists with training of and guidance to inspectors, third parties and the public regarding laws and rules, regulated industries, and agency procedures.
- Plans, implements, coordinates, monitors, and evaluates program policies and procedures to improve operations and processes. May develop and review inspection procedures, techniques, policies, and regulations and recommend improvements or modifications as appropriate.
- Represents Field Inspections at educational presentations to staff and the public.
- Assists with the development, review and implementation of legislation. Participates on agency and Division teams and task force meetings by conducting research and providing technical recommendations as needed.
- Acts as liaison to consumers and regulated industries to facilitate communication of Field Inspections division activities.
- Works with Enforcement Division staff attorneys and/or legal assistants in review of inspection and investigation reports and preparation of evidence for hearings, court proceedings or informal settlements, and may testify and present evidence in formal hearings or court proceedings.
- Coordinates undercover or surveillance work regarding suspected violators.
- Coordinates the review and/or research of legal aspects of inspections and may recommend actions as appropriate.
- Complies with division and/or agency training requirements.

- Keeps the Director and management appropriately informed of ongoing activities and critical matters affecting the operations and well-being of the Programs, Division and the agency.
- Adheres to all Department procedures and personnel policies and performs related work as assigned.

Minimum Requirements

Two (2) years of team lead or supervisory experience, as well as a minimum of six (6) years' experience in inspection or investigative work, required. The experience requirements may run concurrently. Graduation from an accredited four-year college or university with major course work in a field relevant to the assignment is preferred and may substitute for up to two (2) years of the inspection/investigative experience requirement. Education and/or experience in an area regulated by TDLR may substitute for up to two (2) years of the experience requirement on a two-year for one-year basis. Must possess a valid class C driver's license, proof of auto liability insurance and an acceptable driving record from the Department of Public Safety.

Proven track record in managing with **respect** and for success, and building highly motivated, productive and functional **teams**. Proven track record in clear, informed, encouraging, and **respectful communication** with employees, coworkers, and the public. Ensuring that the right information gets to the right people at the right time. Proven track record in leading with inspiration, motivation and vision.

Veterans, Reservists or Guardsmen with an MOS or additional duties that fall in the fields of 111X URL - Surface Warfare, 86M0 Operations Management, 632X LDO - Aviation Operations, 6502 Aviation Ordnance Officer or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply. Additional Military Crosswalk information can be accessed at: [Military Crosswalk for Occupational Category - Program Management \(texas.gov\)](https://www.tdlr.texas.gov/occupational-category-program-management)

Remarks

The successful candidate will have: Knowledge of laws, rules and standards related to assigned statutes; knowledge of inspection and investigative principles, techniques, and procedures; of hearing/court procedures, practices, and rules of evidence; and, of the principles and practices of public administration and management. Skilled in operating computers and applicable computer software required to perform and monitor electronic inspections, route optimization program or any technology used to automate the inspection process.

Ability to train and teach personnel for effective results. Ability to provide a high level of customer service and to resolve conflicts in a diplomatic manner. Ability to conduct inspections and investigations; to interpret and apply laws, rules, regulations, and adopted standards; to conduct interviews and gather facts; to evaluate findings; to prepare concise reports; to train, mentor, and evaluate others; and to testify in hearings and court proceedings. Ability to establish goals and objectives; to devise solutions to administrative problems; to develop and evaluate administrative policies and procedures; to prepare reports; to communicate effectively; and to plan, assign, and supervise the work of others.

Applications may be downloaded from TDLR's website <https://www.tdlr.texas.gov/employ.htm>.

E-mail or fax applications to: TDLR, Human Resources Office, P.O. Box 12157, Austin Texas 78711, Fax (512) 475-3377. E-mail Human.Resources@tdlr.texas.gov. **Resumes will not be accepted in lieu of State Applications. Applications not completely filled out may be rejected. Only typed applications will be considered.**

This job is not covered by the Fair Labor Standards Act (FLSA).

TDLR IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

TDLR participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

TDLR provides a total compensation package that enables us to attract, motivate, and retain highly skilled and talented employees, including a merit system, full use of salary ranges, performance awards, retention and recruitment bonuses.

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation during the hiring and selection process for individuals with a disability. If you need assistance completing the application, contact TDLR Human Resources at 512-463-7184. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview